

MEDICAID PRIOR AUTHORIZATION CONTACT LIST**Prior Authorization Help Desk (Unisys) 1-800-807-1273**

Appeals/Denials	Department for Medicaid Services - Customer Services Branch	502-564-2687
	Healthcare Review Corporation (Requests for appeal of a medical denial)	877-735-1326 502-426-4888 Fax - 502-429-5233 Fax - 800-807-7840
Acute Inpatient Hospitalizations	Healthcare Review Corporation Urgent Admit - Within 48 working hours of admit. Scheduled Admit - Prior to Admission. Continued Stay Review - Due first non-certed day. Review entire length of stay.	800-292-2392 Option 7
	Department for Medicaid Services - Customer Services	502-564-2687
	Department for Medicaid Services – Operations	502-564-3476
Acquired Brain Injury Waiver Program	Healthcare Review Corporation Requires packet submission for review	800-292-2392 ext 4118
	Department for Medicaid Services - Division of Medicaid Services for Mental Health/Mental Retardation	502-564-5198
Dental	National Health Services Periodontal Scaling and Root Planing or Panoramic film	800-292-2392
	Unisys - Dental Prior Authorization (Orthodontic) Written documentation must be submitted	800-805-6465
	Department for Medicaid Services - Specialty Services	502-564-2687
	Healthcare Review Corporation Requires MAP-9, Certificate of Medical Necessity (CMN)	800-292-2392, Option 3
Durable Medical Equipment (DME)	Department for Medicaid Services – Specialty Services	502-564-2687
	Healthcare Review Corporation Pre-certification required for all services; such as private duty nursing, DME, nutritional needs, therapies and special services.	800-292-2392
EPSDT Special Services	Healthcare Review Corporation For EPSDT Non-psychiatric services.	800-292-2392
	Healthcare Review Corporation EPSDT Psychiatric Services	800-292-2392, Option 9
	Department for Medicaid Services, Division of Maternal & Children's Health	502-564-6890
	Providers must contact Permedion for pre-certification of all home health services.	800-664-5725 FAX 800-664-5749
Home Health	Department for Medicaid Services - Long Term Care – Community Based Services	502-564-5560
	Healthcare Review Corporation Requires packet submission for review/data entry	800-292-2392
Hospice	Department for Medicaid Services - Long Term Care – Community Based Services	502-564-5560
	Healthcare Review Corporation Telephonic review required for new admissions, re-admissions and change in payer status. Concurrent/on-site review done per field review staff.	800-292-2392, Option 7
Nursing Facilities	Department for Medicaid Services – Facility Services	502-564-5707
	Healthcare Review Corporation. No pre-certification required.	
Outpatient Procedures/ Observation Status	Department for Medicaid Services – Customer Services	502-564-2687
	Department for Medicaid Services – Operations	502-564-3476
	Unisys - Drug Prior Authorization – Fax Lines	866-863-8803 URGENT – 800-877-2219
Pharmacy	Department for Medicaid Services - Customer Services	502-564-7940
	Department for Medicaid Services - Managed Care	502-564-7940
	Healthcare Review Corporation Telephonic review for residential program (PRTF), free standing facilities	800-552-4038
Psychiatric Care Coordination	Healthcare Review Corporation EPSDT	800-292-2392, Option 9
	Department for Medicaid Services – Division of Medicaid Services for Mental Health/Mental Retardation	502-564-5198
	Healthcare Review Corporation Mammoplasty (Inpatient and Outpatient Status), Gastric Bypass, Osteotomy, Panniculectomy and TMR. Requires photos or a specific protocol.	800-292-2392
Specialty Reviews	Department for Medicaid Services – Operations	502-564-3476
	Healthcare Review Corporation Requires level of care determination by HRC	800-292-2392, Option 7
Supports for Community Living Waiver Program	Department for Medicaid Services – Division of Medicaid Services for Mental Health/Mental Retardation	502-564-5198
	Healthcare Review Corporation For kidney or pancreas reviews	800-292-2392, Option 7
Transplants	Healthcare Review Corporation For all other organs	800-292-2392, Ext. 4114
	Department for Medicaid Services – Operations	502-564-3476
	Kentucky Transportation Cabinet	800-941-7433 502-564-7433
Transportation	Healthcare Review Corporation (Reviews for medical necessity in instance of transplants, brain injury cases, commuter air and air ambulance.)	800-292-2392 ext. 4553
	Department for Medicaid Services – Ambulance and Stretcher	502-564-2687
Waiver Programs	Healthcare Review Corporation Home and Community Based (HCBW), Homecare, Personal Care, Model II. Require level of care determination by HRC.	800-292-2392, Option 7
	Department for Medicaid Services – Division of Long Term Care – Community Based Services	502-564-5560